

Complaint about childcare provision

EY290561/ C153973

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Summary of complaint

On 9 August 2011, we received a complaint that raised concerns about the handling of children's behaviour, the settings safeguarding procedures, the number of accidents involving a child and continuity of care for the children. We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'safeguarding and promoting children's welfare'. In particular, these include requirements that state;

An effective safeguarding children policy and procedure must be implemented. The provider must ensure that all members of staff understand the safeguarding policy and procedure. All providers must notify any child protection agency (usually local children's services or the police) previously identified by the Local Safeguarding Children Board (LSCB), without delay, of allegations of abuse.

A practitioner must be designated to take lead responsibility for safeguarding children within the setting and liaising with local statutory children's services agencies as appropriate. They must also attend a child protection training course.

Providers must keep a record of accidents and first aid treatment. Providers must inform parents of any accidents or injuries sustained by the child whilst in the care of the providers and of any first aid treatment that was given.

Children's behaviour must be managed effectively and in a manner appropriate for their stage of development and particular individual needs. Providers must have an effective behaviour management policy which is adhered to by all members of staff.

We also needed to investigate whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable people'. In particular, these include requirements which state; Staffing arrangements must be organised to ensure safety and to meet the needs of the children. Providers must meet the requirements for adult:child ratios set out in Appendix 2.

In addition we needed to investigate whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to 'suitable premises'. In particular, these include requirements which state; The provider must conduct a risk assessment and review it regularly – at least once a year or more frequently where the need arises. The risk assessment must identify aspects of the environment that need to be checked on a regular basis: providers must maintain a record of these particular aspects and when and by whom they have been checked. Providers must determine the regularity of these checks according to their assessment of the significance of individual risks. The provider must take all reasonable steps to ensure that hazards to children – both indoors and outdoors – are kept to a minimum. We do not investigate to prove or disprove a complaint but we look into the information we receive to see if the childcare provider is meeting all legal requirements. We carried out an unannounced visit to the premises and found the provider has a safeguarding policy and procedure and a designated person in the setting who is responsible for safeguarding issues. All staff have attended training. However the setting monitored a situation before reporting a safeguarding concern to Children Services.

Accidents are recorded and reported to parents in line with Early Years Foundation Stage welfare requirements. All accidents however minor are recorded and they are monitored closely by the organisation.

Comprehensive risk assessments are in place for all areas of the premises. A full opening and closing checklist for safety is conducted by a manager and staff have a check list for the rooms and outdoors and these are completed throughout the day.

The setting has a policy in place defining the strategies they will use to manage children's behaviour. The emphasis is upon reinforcing and

encouraging positive behaviour in partnership with parents and where appropriate other professionals. Additional staffing have on occasions been utilised where it has been identified that particular situations would be better managed.

In terms of providing continuity of care for the children, each child has a key person. The setting is also able to call on supply staff that are employed by the organisation and where at all possible the same staff cover over lunchtime and for holidays.

Following our investigation, we issued a notice to improve that asks the provider to:

Notify without delay all safeguarding concerns to the local Safeguarding Children's Service - (The Early Years Foundation Stage General Welfare Requirements – safeguarding and promoting children's welfare.

We were satisfied with the steps the provider took to meet this action. The provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers](#) leaflet (Reference no. 080120)